

# EXHIBIT 53

**Eden Detention Center**  
**CCA Quality Assurance Operational Audit**  
**3/23/2015**

**BOP Contract Facility Monitoring Tool**

Category	Total Indicators	Total Satisfactory	Total Deficiencies	Deficiencies			Total N/A	Total % Score
				NP	NI	NSD		
1.0 Information Security	9	9	0	0	0	0	0	100.0%
2.0 Correctional Programs (Unit Management)	24	23	0	0	0	0	1	100.0%
3.0 Correctional Services	35	31	4	0	4	0	0	88.6%
4.0 Education and Recreation Services	5	5	0	0	0	0	0	100.0%
5.0 Food Service	11	11	0	0	0	0	0	100.0%
6.0 Health Services	48	30	16	0	16	0	2	65.2%
7.0 Human Resources	9	9	0	0	0	0	0	100.0%
8.0 Inmate Services (Commissary/Trust Fund)	4	4	0	0	0	0	0	100.0%
9.0 Inmate Systems (Mail/Receiving & Discharge/Records)	13	13	0	0	0	0	0	100.0%
10.0 Safety and Environmental Health/Facilities	23	15	8	0	8	0	0	65.2%
11.0 Chaplaincy Services	3	3	0	0	0	0	0	100.0%
12.0 Facilities Management (N/A - BOP owned only)								
<b>TOTAL - ALL BOP INDICATORS</b>	<b>184</b>	<b>153</b>	<b>28</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>3</b>	<b>84.53%</b>

CCA INDICATORS

0 0 0 0 0 0 0 0 0.00%

<b>TOTAL - ALL CCA AND BOP INDICATORS</b>	<b>184</b>	<b>153</b>	<b>28</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>3</b>	<b>84.53%</b>
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**Deficient Indicators:** 3.1.13, 3.1.14, 3.2.1, 3.2.3, 6.1.1, 6.2.1, 6.3.5, 6.9.1 through 6.9.7, 6.9.12 through 6.9.14, 6.9.18 through 6.9.20, 10.1.1, 10.1.3, 10.2.4, 10.3.3, 10.4.1, 10.7.3, 10.7.5, 10.7.8  
**N/A Indicators:** 2.9.1, 6.3.7, 6.7.2

**SCORING:**

All BOP indicators except those expressly not applicable are reviewed.

Non-scored deficiencies are considered deficient but are excluded from the facility percentage score.

Repeats will be calculated beginning with the 2016 audit year.

## Staff Climate Survey Results

Question Text	Facility				All CCA				Facility 15 vs. 14	Facility vs CCA
	2011	2012	2013	2014	2015	2016	2017	2018		
01. I feel safe working at this facility.	4.22	4.46	4.24	4.37	4.33	4.33	4.33	4.33	(0.04)	(0.04)
02. If there were a life threatening incident at this facility, I feel staff will respond quickly.	4.22	4.48	4.39	4.33	4.50	4.33	4.33	4.33	0.17	(0.01)
03. Staff at this facility communicate effectively with inmates.	3.78	3.93	3.71	3.63	3.87	3.78	3.78	3.78	0.24	0.00
04. Staff at this facility communicate effectively with other staff.	3.24	3.48	3.41	3.37	3.63	3.63	3.54	3.53	0.26	0.03
05. Staff at this facility work toward common goals that support CCA's mission.									0.13	(0.10)
06. Staff are in control of the inmate population here.	3.78	3.93	3.78	4.02	4.04	4.00	4.00	4.08	0.02	(0.09)
07. Gang activity is kept under control by staff at this facility.	4.10	4.20	4.00	4.20	3.91	4.17	4.12	4.12	(0.29)	(0.30)
08. Searches are done in such a manner and often enough to effectively control contraband.	3.76	3.87	3.61	3.87	4.17	3.76	3.91	3.93	0.24	0.16
09. The Warden is regularly visible around the facility.	4.17	4.43	4.39	4.39	4.50	4.11	4.30	4.27	0.11	0.10
10. The Executive Staff (Warden, Assistant Warden and Chief of Security) have a positive effect on staff morale here.	3.68	4.09	3.93	3.72	3.89	3.88	3.97	4.00	0.17	(0.17)
11. The supervisors at this facility are very professional.	3.78	4.07	3.88	3.76	4.13	4.01	4.03	4.03	0.37	0.14
12. Leaders at this facility consistently follow through on commitments.			3.66	3.72	4.02	3.92	3.92	3.94	0.30	0.06
13. Supervisors at this facility listen to concerns and suggestions from staff.			3.93	3.57	4.02	3.93	3.93	3.92	0.45	0.08
14. Staff at this facility are valued by CCA and the Executive Staff.			3.66	3.52	3.98	3.91	3.91	3.93	0.46	0.03
15. Learning and development opportunities at this facility are a priority and support my professional growth.			3.63	3.89	4.04	4.05	4.05	4.10	0.15	(0.08)
16. Staff are treated fairly at this facility.			3.71	3.59	3.67	3.81	3.78	3.79	0.08	(0.12)
<b>OVERALL AVERAGE (All Items, Unweighted)</b>	<b>3.87</b>	<b>4.09</b>	<b>3.86</b>	<b>3.86</b>	<b>4.04</b>	<b>4.04</b>	<b>4.05</b>	<b>4.05</b>	<b>0.18</b>	<b>(0.02)</b>

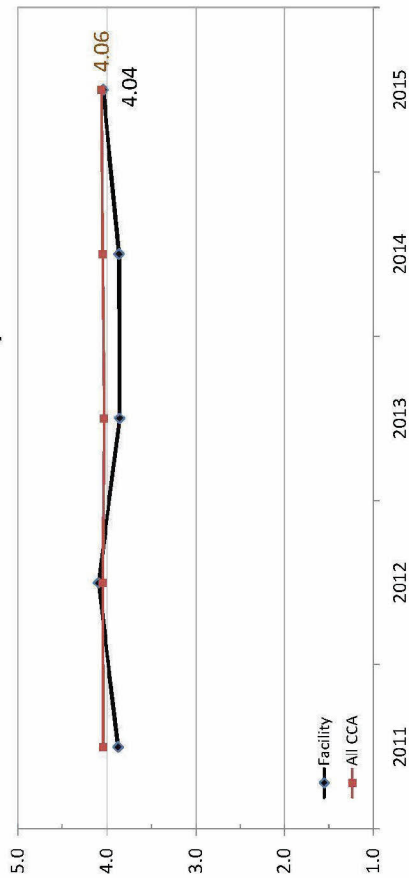
Current year "All CCA" average is the rolling average of the most recent survey at each active facility.

## Inmate Climate Survey Results

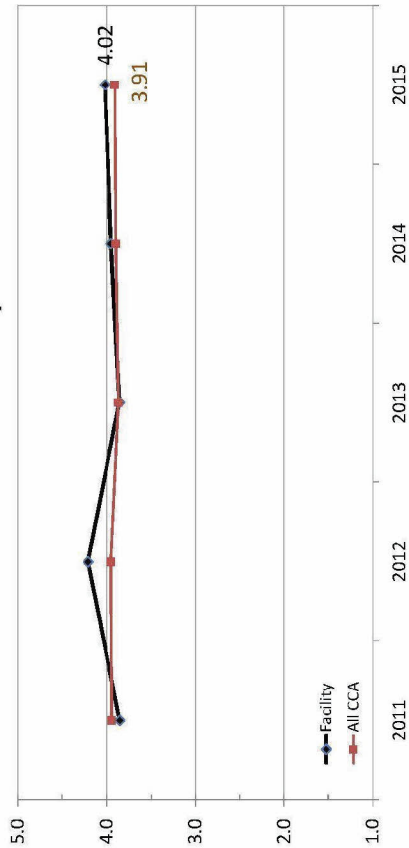
Question Text	Facility				All CCA				Facility 15 vs. 14	Facility vs CCA
	2011	2012	2013	2014	2015	2016	2017	2018		
01. Overall, I feel safe at this facility.	4.00	4.40	4.12	4.34	4.36	4.02	4.23	4.21	0.02	0.05
02. If I were to have a life-threatening medical problem, I believe that medical staff would respond to the situation quickly.	3.62	4.04	2.63	3.39	3.47	0.08	3.64	3.65	0.08	(0.18)
03. When I have a medical concern or problem, I am able to see medical staff in a reasonable period of time.	3.07	3.53	3.12	2.73	3.40	0.67	3.58	3.60	0.70	(0.28)
04. When I am seen for a medical concern or problem, the treatment provided adequately addresses my issue.			3.12	3.30	3.47	0.17	3.70	3.72	0.17	(0.27)
05. I feel safe from any form of sexual assault at this facility.	4.31	4.82	4.56	4.70	4.53	(0.17)	4.48	4.59	0.13	(0.04)
06. Staff at this facility are approachable and responsive to inmates (or detainees).	3.24	3.62	3.68	3.98	4.11	0.13	3.77	3.78	0.13	0.10
07. I know who my unit manager, case manager or counselor is on my living unit.	4.17	4.60	4.46	4.43	4.36	(0.07)	4.17	4.16	0.21	0.08
08. Grievances receive a timely response and a hearing if grievance procedures call for one.	3.48	3.47	3.20	3.23	3.02	(0.21)	3.52	3.50	0.21	(0.22)
09. Results of the formal and informal grievance processes are fair.	3.48	3.47	3.07	3.25	2.96	(0.27)	3.52	3.50	0.27	(0.20)
10. The Warden, Assistant Warden(s) and Chief of Security here are visible throughout the facility, approachable, and responsive to inmates (or detainees).	3.90	4.02	4.32	4.34	4.20	(0.14)	3.84	3.83	0.14	0.20
11. Staff here are in control of what goes on at this facility.	4.00	4.47	4.20	4.18	4.22	0.04	4.01	3.96	0.04	0.14
12. Gang activity here is kept under control by staff at this facility.	4.19	4.56	4.22	4.16	4.20	0.04	3.98	3.92	0.04	0.14
13. Most inmates (or detainees) at this facility do not have weapons.	4.24	4.69	4.49	4.45	4.40	(0.05)	4.14	4.19	0.05	0.14
14. It is difficult to acquire illegal drugs at this facility.	4.21	4.62	4.56	4.48	4.38	(0.10)	4.00	4.08	0.10	0.23
15. It is hard to get tobacco at this facility.			4.56	4.48	4.40	(0.08)		4.08	0.08	0.25
16. It is hard to get cell phones at this facility.			4.56	4.57	4.38	(0.19)		4.25	0.19	0.15
17. Contraband of any type is very limited in this facility.	4.10	4.60	4.56	4.48	4.40	(0.08)	4.08	4.11	0.08	0.15
18. Staff do not use unnecessary physical force on inmates (or detainees) at this facility.	4.07	4.69	4.44	4.48	4.36	(0.12)	4.28	4.35	0.12	(0.01)
19. I have access to sufficient recreational opportunities.			4.02	4.14	4.27	0.13		3.77	0.13	0.50
20. The cleanliness and sanitation of this facility is good.	3.64	3.67	3.80	4.09	4.18	0.09	3.86	3.83	0.09	0.17
21. When there is a fire drill called by staff at the facility, inmates (or detainees) participate in the drill and know what to do and how to evacuate the area in case of a fire.	4.21	4.58	4.29	4.27	4.09	(0.18)	3.85	3.87	0.18	0.12
22. Inmates (or detainees) at this facility are kept busy with work, education, recreation, religious or other program assignments.	3.57	3.91	3.59	4.16	4.00	(0.16)	3.77	3.77	0.16	0.12
23. The amount of food served here is satisfactory.	3.43	3.87	3.56	3.68	4.20	0.52	2.92	3.14	0.52	0.81
24. The taste of the food served here is satisfactory.	3.43	3.62	3.10	3.34	3.76	0.42	2.92	3.09	0.42	0.57
25. The selection and availability of items at the facility's commissary meets the needs of inmates (or detainees).	3.14	3.18	3.07	3.25	3.80	0.55	3.65	3.56	0.55	(0.04)
26. Prices of items at the commissary are reasonable.	3.14	3.18	2.46	2.80	3.53	0.73	3.65	3.56	0.73	0.29
27. The mail service at this facility works efficiently.	3.90	4.47	4.12	4.02	4.04	0.02	3.94	4.00	0.02	0.05
<b>OVERALL AVERAGE (All Items, Unweighted)</b>	<b>3.85</b>	<b>4.21</b>	<b>3.86</b>	<b>3.95</b>	<b>4.02</b>	<b>0.07</b>	<b>3.94</b>	<b>3.95</b>	<b>0.07</b>	<b>0.11</b>

Current year "All CCA" average is the rolling average of the most recent survey at each active facility.

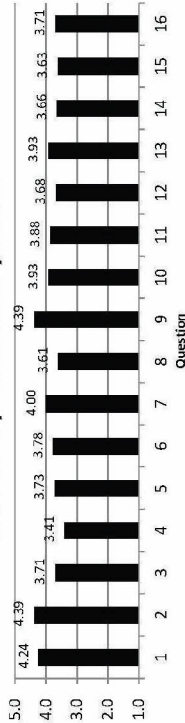
### OVERALL AVERAGE Staff Climate Survey



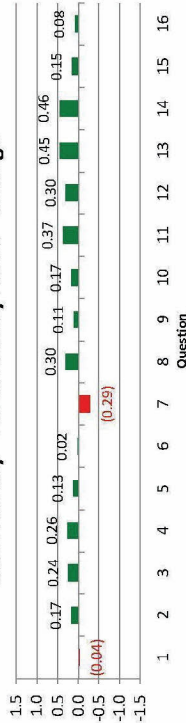
### OVERALL AVERAGE Inmate Climate Survey



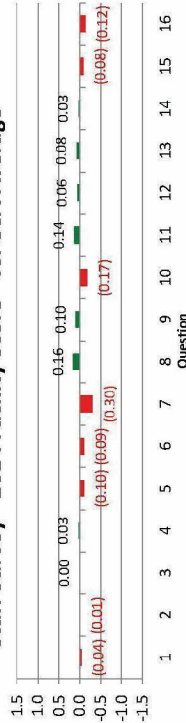
### Staff Survey - 2015 Facility Scores



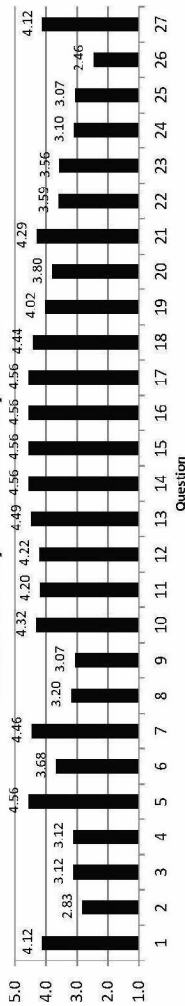
### Staff Survey - 2015 Facility Score - Change



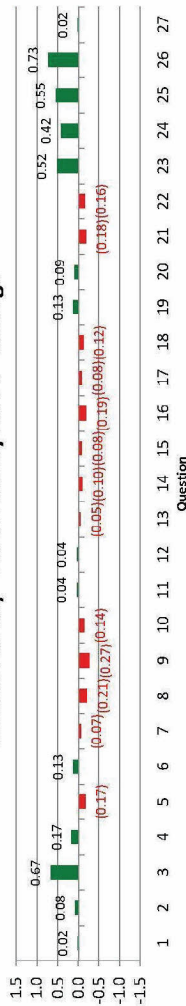
### Staff Survey - 2014 Facility Score - vs. CCA Average



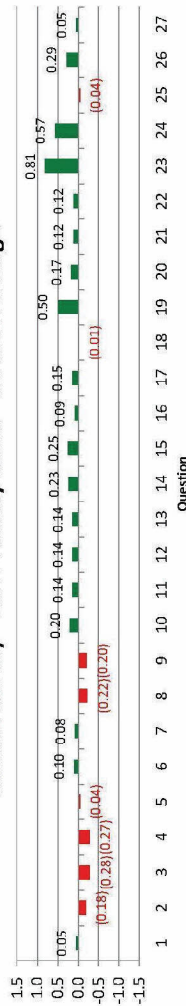
### Inmate Survey - 2015 Facility Scores



### Inmate Survey - 2015 Facility Score - Change

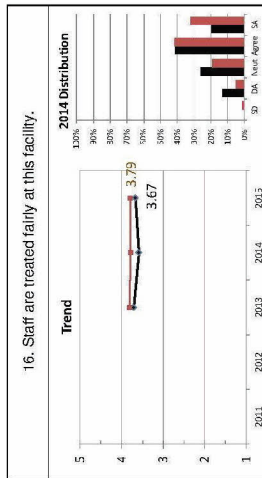
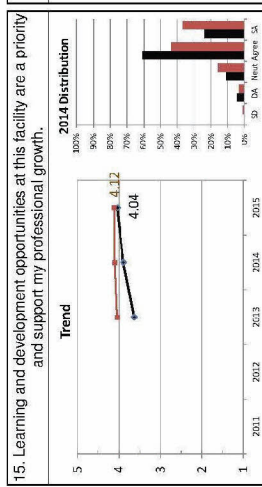
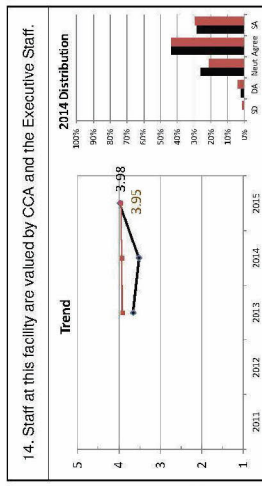
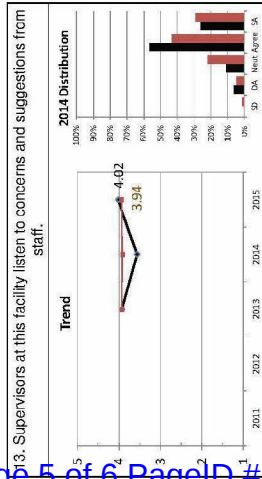
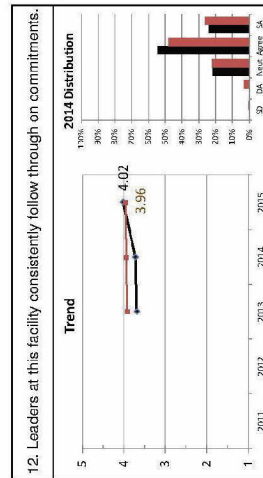
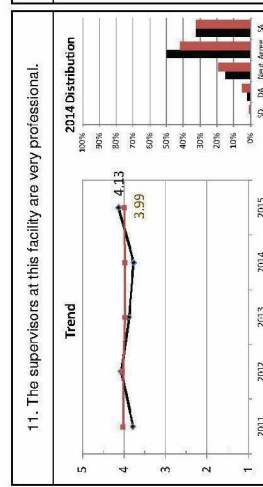
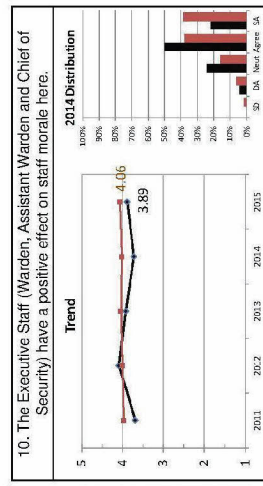
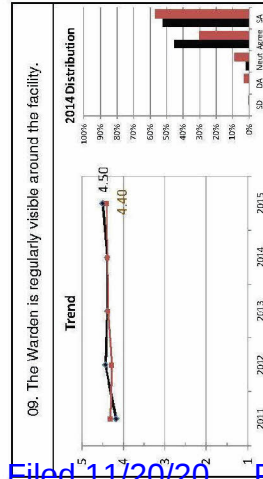
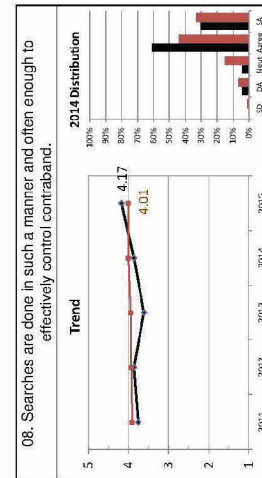
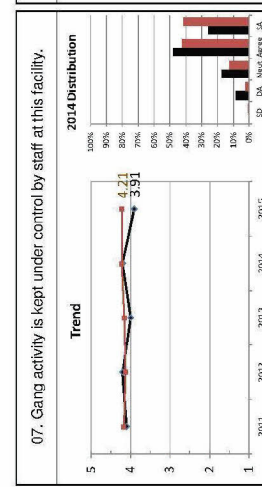
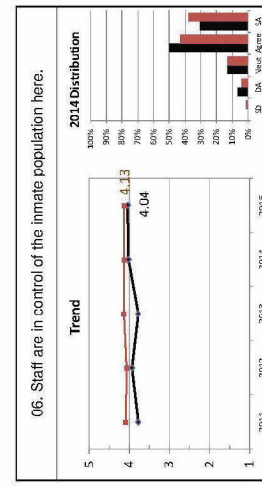
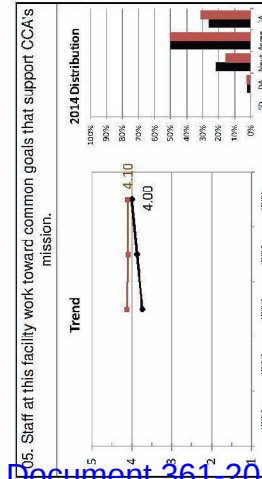
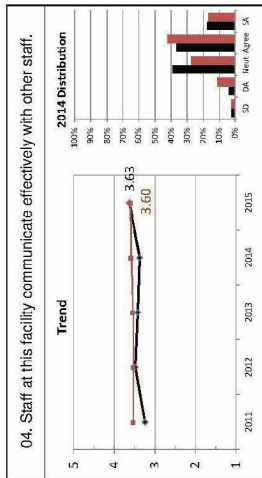
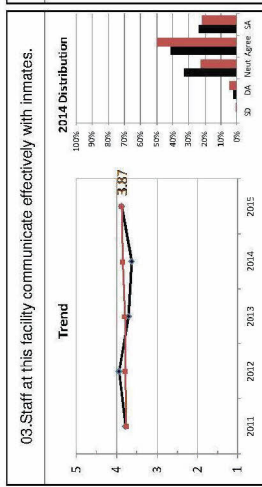
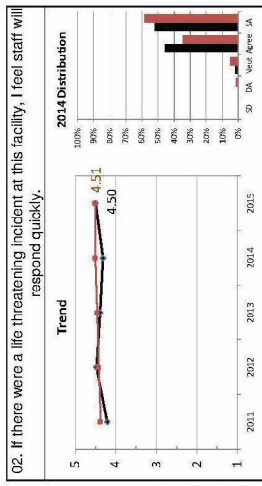
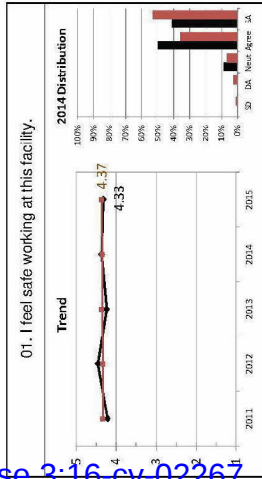


### Inmate Survey - 2014 Facility Score - vs. CCA Average





Scale for all questions: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree  
Trend (line) graph: Black line represents facility score. Red line represents rolling average (most recent survey) at active CCA facilities.  
Distribution (bar) graph: Black bars represent percentage of responses at the facility. Red bars represent percentage of responses from all 2012 CCA surveys. The shorter the black bars at the left are and the taller the black bars at the right are, the more positive the facility's overall response is. A good score is possible even when a minority disagrees or strongly disagrees, but the minority view may warrant further study. SD = Strongly Disagree; DA = Disagree; Neut = Neutral; SA = Strongly Agree



**Scale for all questions:**  
5 = Strongly Agree  
4 = Agree  
3 = Neutral  
2 = Disagree  
1 = Strongly Disagree

